

# Nebraska Public Service Commission

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June 27, 2018

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2017 through May 31, 2018  
CG DOCKET NO. 03-123

Dear Commission's Secretary:

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2017 through May 31, 2018.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Complaints are resolved within 24 hours unless otherwise noted.

Nebraska Relay Service provided by Sprint received three (3) complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquires and complaints for the reporting period. Out of 21 contacts made by Nebraska CapTel users, 8 were deemed to be inquires and 13 technical related. The Commission notes that out of the 13 technical complaints, 6 were due to equipment mismatch with the type of telephone service being used. None of the complaints involved a violation of FCC mandatory minimum standards. The submitted spreadsheet and FCC Complaint Log summarizes the nature of the complaint and resolution.

Please feel free to contact myself at 402-471-0225 Voice or Email: [steve.stovall@nebraska.gov](mailto:steve.stovall@nebraska.gov) or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: [emma.danielson@sprint.com](mailto:emma.danielson@sprint.com) with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant  
Nebraska Public Service Commission



**Sprint**  
Accessibility

## **Nebraska FCC Complaint Log**

**2017 - 2018**

**Complaint Tracking for NEBRASKA (06/01/2017-05/31/2018). Total Customer Contacts: 3**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/30/18	Customer dialed 711 and the first two times she got the "Welcome to Sprint, (then Spanish) then your call may be monitored" and then hangs in queue and hangs up. The third time she called the, live person came on board and said Sprint Care Line.	04/20/18	The toll free number was loaded onto the relay platform and issue was resolved.
2	04/13/18	Customer dialed 711 and the first two times she got the "Welcome to Sprint, (then Spanish) then your call may be monitored" and then hangs in queue and hangs up. The third time she called the, live person came on board and said Sprint Care Line.	04/20/18	The toll free number was loaded onto the relay platform and issue was resolved.
3	04/20/18	Customer dialed 711 and the first two times she got the "Welcome to Sprint, (then Spanish) then your call may be monitored" and then hangs in queue and hangs up. The third time she called the, live person came on board and said Sprint Care Line.	04/20/18	The toll free number was loaded onto the relay platform and the issue was resolved.